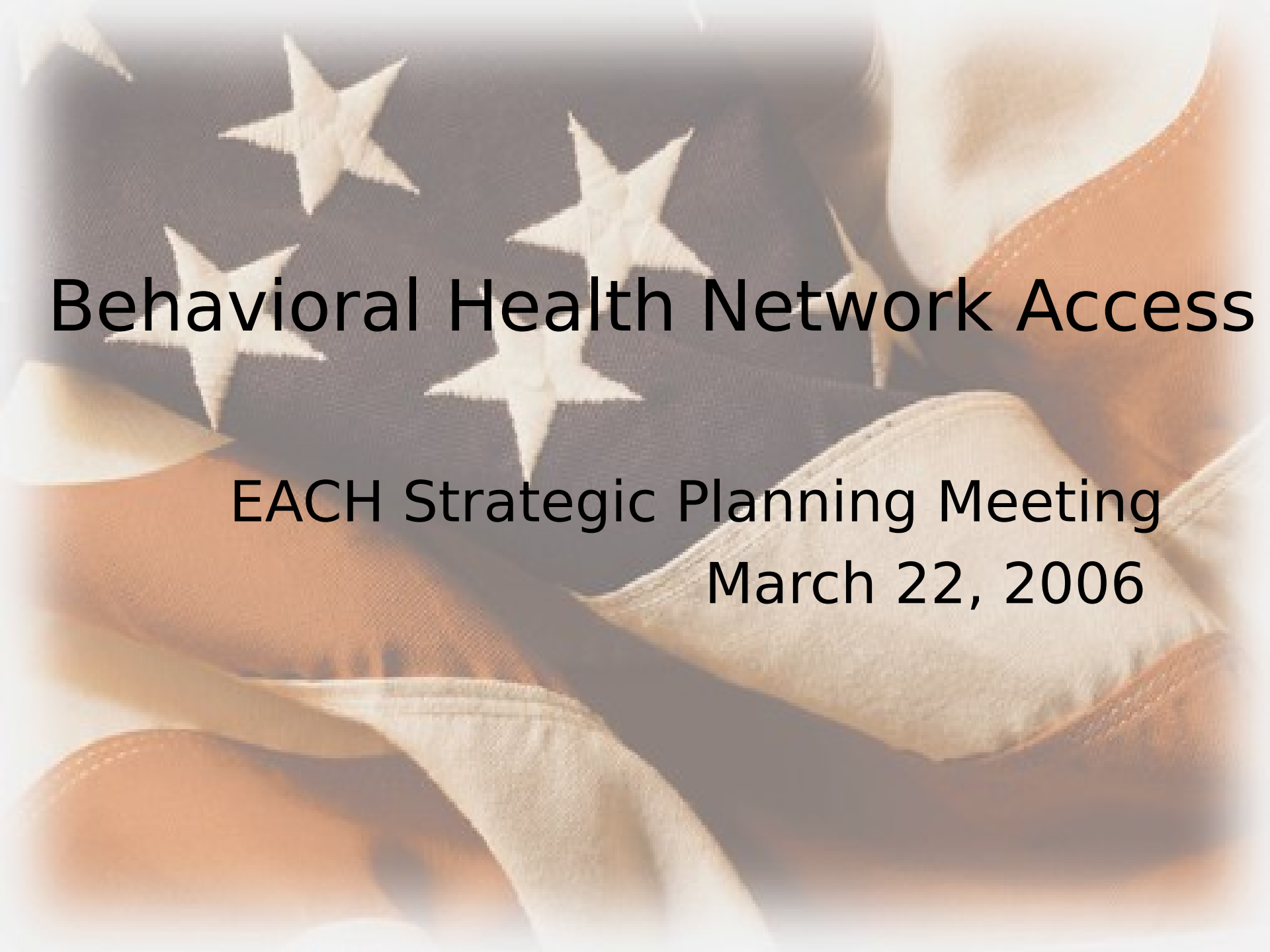


Behavioral Health Network Access

EACH Strategic Planning Meeting

March 22, 2006

Access Options

- Emergency Admissions: Any ER or acute psychiatric facility
- Urgent Admissions: 1-888-TriWest or via network providers/facilities
- Routine Outpatient Services:
  - 1-888-TriWest
  - TriWest.com Provider Directory
  - Primary Care Manager (PCM)
  - Word-of-mouth referral
  - Telephone book

Access Options

- Military OneSource: EAP Services
  - Psychosocial problems
    - Marital problems
    - Occupational problems
    - Parent/Child problems
    - Stress management
  - Active Duty Military: Up to 6 sessions free of charge

Network Adequacy

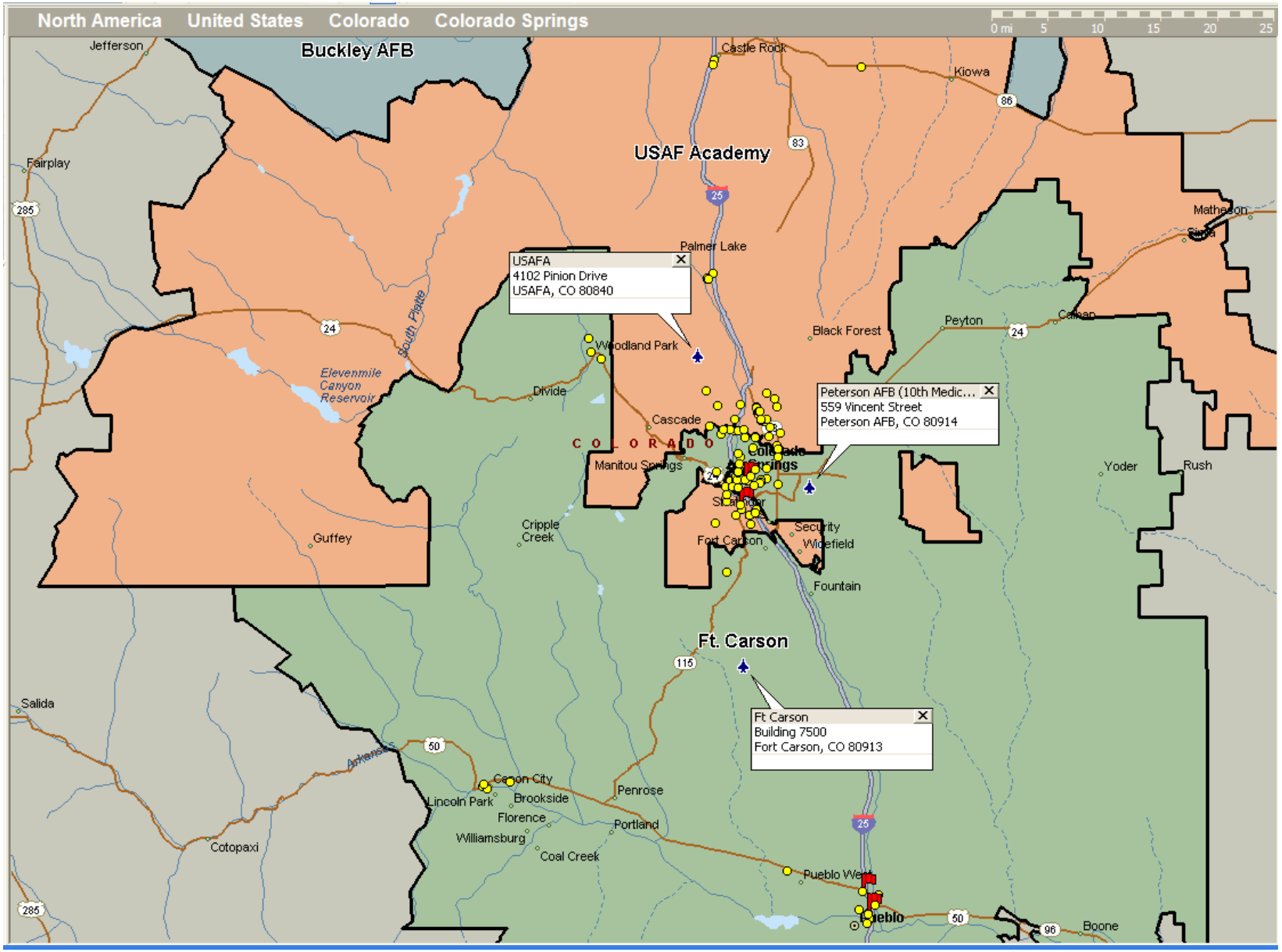
- Adequacy Ratios
  - Psychiatrists: 1:30,000
  - Psychologists: 1:15,000
  - Social Workers: 1:15,000
  - Counselors: 1:15,000

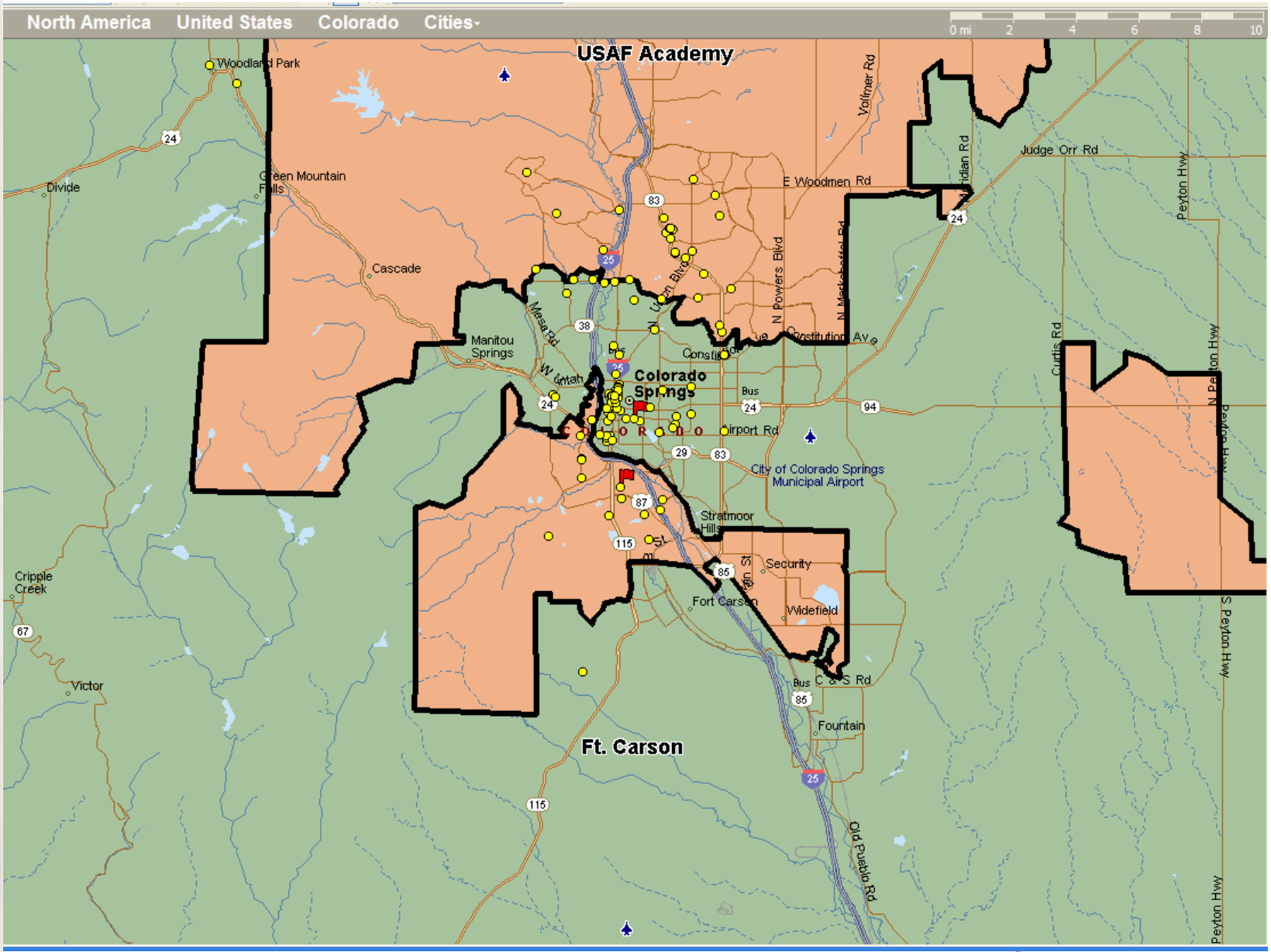
Network BH Facilities

Colorado Springs PSA Facility Type	# Providers
Hospital, Psychiatric	3
Hospital, Psych Unit	1
Residential Treatment Center	1
TOTAL	5

Network Providers

Colorado Springs PSA Specialty	# Providers
Psychiatry	34
Psychiatry, Child & Adolescent	3
Clinical Nurse Specialist, Psych	7
Nurse Practitioner, Psychiatric	1
Psychology	45
Social Worker, Certified	89
Psychiatry, Social Worker	2
Marriage/Family Therapist	31


North America
United States
Colorado
Colorado Springs
0 mi 5 10 15 20 25
Buckley AFB
USAF Academy
Jefferson
Fairplay
Castle Rock
Kiowa
Matheson
Palmer Lake
USAFA
4102 Pinion Drive
USAFA, CO 80840
Woodland Park
Black Forest
Peyton
Elevenmile Canyon Reservoir
South Platte
Divide
Cascade
Peterson AFB (10th Medic...
559 Vincent Street
Peterson AFB, CO 80914
C O L O R A D O
Manitou Springs
Yoder
Rush
Cripple Creek
Guffey
Security
Widefield
Fort Carson
Fountain
Ft. Carson
Ft Carson
Building 7500
Fort Carson, CO 80913
Salida
Arkansas
Cotopaxi
Canon City
Lincoln Park
Brookside
Florence
Penrose
Portland
Williamsburg
Coal Creek
Pueblo West
Pueblo
Boone



TRIWEST HEALTHCARE ALLIANCE®

Network Adequacy

	Required	Actual
★ Psychiatrists:	5	37
★ Psychologists:	10	45
★ Social Workers:	10	91
★ Counselors	10	145
	35	318

TRIWEST HEALTHCARE ALLIANCE®

Network Access

Access = Adequacy + Capacity

Network Capacity

- Factors effecting provider capacity
  - Reimbursement rates
  - Claims payment timeliness
  - Case mix
    - Payor
    - Diagnosis/Case type
  - Practice focus
  - Hassle factor

TRIWEST HEALTHCARE ALLIANCE®

Network Capacity

- Referral Volume
  - Peaks: September
  - Deployment
    - Afghanistan: Utilization increased 20%
    - Iraq: Utilization increased 20%

Practice Focus Issues

- Ages Served
  - Child
  - Adolescent
  - Adult
  - Geriatric
- Culture/Ethnicity
- Languages spoken
- Religion
- Sex
- Therapeutic Orientation
- Services offered
  - Individual Therapy
  - Couples Therapy
  - Group Therapy
  - Family Therapy
  - Psych Testing
- Special Populations
- Special Topics

Network Access Standards

- Emergency Admissions –Immediate
- Urgent OP Requests – 24 hr.
- Routine OP Requests – 7 days

Network Access Status

- TriWest exceeds network adequacy standards
- Urgent & routine access standards met when beneficiaries contact TriWest
- Beneficiaries maintain freedom of choice

TriWest "Initial 8" Policy

- TriWest current "best practice"
  - Initial Evaluation (CPT 90801): Does not require prior authorization unless >1 per patient within 1 year
  - Outpatient Psychotherapy (CPT 90806): Visits #1 through #8 do not require prior authorization or registration/certification
- Commercial BH managed care companies utilize 4-6 outpatient sessions as a performance standard (Kramer & Trabin, 1997)

Initial 8 Policy: Rationale

- TRICARE BH Providers are accustomed to this process
- Not requiring prior auth supports easy access and early BH intervention
- Requiring prior auth for the 1st eight visits would be perceived as a benefit reduction by beneficiaries
- The practice of allowing a limited number of outpatient visits without prior authorization is an industry standard for commercial behavioral health plans

Initial 8 Policy: Analysis

- Results:
  - 17,276 cases studied (1st 6 mo. FY05)
  - Represents 2.43% of 711,317 eligible ADFM
  - 74% had $\leq$ 8 sessions
  - 92% had $\leq$ 16 sessions
  - Beneficiaries with > 8 sessions accounted for 60% of total visits

TRIWEST HEALTHCARE ALLIANCE®

Initial 8 Policy: Analysis

- Results: (cont'd)
  - Mean number of visits = 6.43
  - Median number of visits = 4
  - Modal number of visits = 1
  - Monthly OP visits/1000 = 26.02

Initial 8 Policy: Analysis

- Conclusions:
  - Supports access to care
  - Utilizes management resources effectively

THANK YOU